

Axcient

BRC

Appliance Installation Guide



In an effort to become a more environmentally friendly company, we request that you save the following items for repacking and shipping should you be required to ship the product back to Axcient:

- Corrugated shipping box
- Foam inserts

NOTICE

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Introduction

This document instructs the user on how to install and register an Axcient appliance in order to begin protecting devices using the Axcient protection solution.

Reaching Axcient Support

If there are any problems during installation, contact Axcient support using one of the following methods:

- By emailing support@axcient.com
- By phone at 1 (800) 715-2339
- By submitting a Support ticket in the Axcient User Portal

The most up to date methods of reaching Axcient support can be found at www.axcient.com/support.

Identifying the Appliance Model

The model type is specified by the first two letters of the appliance serial number:

- G6 Models - AA, AB, AC, AD or BB
- G7 Models - AE, AG, AH, BE or BG
- G8 Models- BJ, BK or BL
- G9 Models - BM, BN, BP, BQ, BR or BS
- 2018 Models: DA, DB or DF

The serial number is on a tag pasted to the appliance. The serial number also appears in the *Hardware at a Glance* section of the Service Details page, located in the Axcient Web Application.

Documentation

All Axcient product documentation is available in the [Documentation](#) page of the Axcient User Portal.

Prerequisites

The Axcient appliance comes with the default network configuration shown in the table below. During the installation process, these settings will be over-written by use of DHCP when available, or by manually reconfiguring the network settings.

Network Settings	Default Value
IP Address	192.168.100.1
Subnet Mask	255..255.0
Default Gateway	192.168.100.254
Domain	change.me
Workgroup	WORKGROUP
DNS Server	4.2..1
Secondary DNS Server	4.2..
Tertiary DNS Server	4.2..3
Hostname	uptiva

Note: Hard disks on this appliance are encrypted using Cloud Key Management (CKMS). For security reasons, the decryption key is not stored locally. Instead, the appliance will attempt to acquire the key during the boot-up process. For this reason, you must connect the appliance to the Internet before it is powered on.

In the event that the Internet is *not* accessible, you must contact Axcient Support to acquire a temporary key to unlock the appliance.

Outbound Access

The Axcient appliance should be able to access the following IP ranges for performing cloud/offsite replication:

- 162.245.72.0/22 port range 4000 – 6000 (U.S. Salt Lake City Data Center)
- 198.73.17.0/24 port range 4000 – 6000 (U.S. Salt Lake City Data Center)
- 198.73.22.0/24 port range 4000 – 6000 (U.S. Atlanta Data Center)
- 198.73.23.0/24 port range 4000 – 6000 (Canada Data Center)

Required Standard Ports

Please confirm these standard ports are open, as they are required to access the Axcient appliance and perform onsite and offsite backup jobs:

- ICMP traffic should be allowed
- TCP Port 22 – SSH (Outbound)
- UDP Port 53 – DNS (Outbound)
- TCP Port 80 – HTTP (Appliance UI)
- TCP/UDP Port 123 – NTP (Outbound)
- TCP Port 443 – SSL (HTTPS)

Install a Tower Appliance

The Axcient tower appliance fits in any location appropriate for a tower-style personal computer. The Axcient appliance comes with the following:

- Power cord
- Ethernet cable
- Safety instructions
- Appliance Quick Start Guide
- Email from Axcient Support with log in credentials for the Axcient User Portal, Web Application, and Unified Management Console (UMC)

If any of these items were not received, please contact [Axcient Support](#).

To install the appliance, do the following:

1. Unpack the appliance and move it to the appropriate location.
2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the tower appliance.
3. Connect the power cord to the power connector in the back of the appliance, and plug the power cord in to a power socket. The appliance attempts to register immediately after powering on, so make sure the Ethernet cable is connected before plugging in the power cord.
4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.
5. Continue to the Registration section of this guide:
 - If a DHCP service is available, please continue to the [Automatic Registration](#) section of this guide.
 - If no DHCP service is available, please continue to the [Manual Registration](#) section of this guide.

Figure 1 - Back view of the Tower Appliance



Install 1U Rack Mount Appliance

The Axcient 1U appliance model is assigned to be installed in a rack-based machine room. The Axcient appliance comes with the following:

- Power cord
- Ethernet cable
- Rack-mount rail kit
- Safety instructions
- Appliance Quick Start Guide
- Email from Axcient Support with log in credentials for the Axcient User Portal, Web Application, and Unified Management Console (UMC)

If any of these items were not received, please contact [Axcient Support](#).

To install the appliance, do the following:

1. Unpack the appliance and mount it in the appropriate location.
2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the 1U appliance.
3. Connect the power cord to the power connector in the back of the appliance, and plug the power cord in to a power socket. The appliance attempts to register immediately after powering on, so make sure the Ethernet cable is connected before plugging in the power cord.
4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.
5. Continue to the Registration section of this guide:
 - If a DHCP service is available, please continue to the [Automatic Registration](#) section of this guide.
 - If no DHCP service is available, please continue to the [Manual Registration](#) section of this guide.

Figure 2 - Back view of the 1U appliance



Install 2U Rack Mount Appliance

The Axcient 2U appliance is designed to be installed in a rack-based machine room. The Axcient appliance comes with the following:

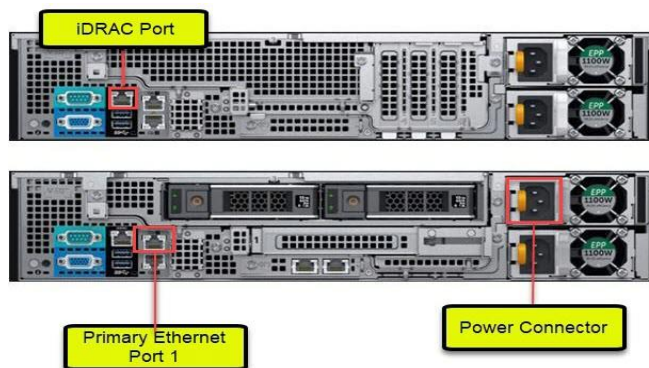
- Power cord
- Ethernet cable
- Rack-mount rail kit
- Safety instructions
- Appliance Quick Start Guide
- Email from Axcient Support with log in credentials for the Axcient User Portal, Web Application, and Unified Management Console (UMC)

If any of these items were not received, please contact [Axcient Support](#).

To install the appliance, do the following:

1. Unpack the appliance and mount it in the appropriate location.
2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the appliance.
3. Connect the power cord to the power connector in the back of the appliance, and plug the power cord in to a power socket. The appliance attempts to register immediately after powering on, so make sure the Ethernet cable is connected before plugging in the power cord.
4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.
5. Continue to the Registration section of this guide:
 - If a DHCP service is available, please continue to the [Automatic Registration](#) section of this guide.
 - If no DHCP service is available, please continue to the [Manual Registration](#) section of this guide.

Figure 3 - Back view of the 2U appliance



Register the Axcient Appliance

The Axcient appliance must be registered in order to begin protecting devices. The appliances are designed to automatically register themselves once assigned an outbound Internet IP address. There are two ways to complete the registration process:

Method 1: Automatically register the appliance once by assigning an IP address through DHCP.

Method 2: Manually configure the network settings for the appliance to a valid IP address with outbound an outbound internet connection.

Please note that Port 22 must be open for both methods in order for the Axcient appliance to successfully register. Confirm that this port is opened before proceeding with appliance registration.

Automatic Registration

The following instructions assume the user has received an email from Axcient Support containing the Web Application log in credentials. If the user has not received this email, please contact [Axcient Support](#) before continuing.

To complete the registration process, do the following:

1. Confirm the Ethernet and power cables are correctly connected to the Axcient appliance.
2. Power on the appliance. An IP address will be assigned to the appliance. This may take a few minutes to complete.
3. Log in to the Axcient Web Application using the Web Application credentials provided by Axcient. If not already done so, accept the Axcient User Agreement in order to continue:
 - General Web Application URL - my.axcient.net
 - Canadian Web Application URL - ca.axcient.net
4. Once logged in, click the Services tab in the top navigation bar. To learn more about the Web Application, please consult the Axcient [Web Application User Guide](#).
5. In the *Services* page, the user can view the Tunnel status located under the Tunnel column
 - A **green** status signifies that the appliance has successfully registered itself, and has established a connection with the Axcient Cloud.
 - A **yellow** status signifies that the appliance has not registered itself, and has not established a connection with the Axcient Cloud.
6. If the appliance is not able to register itself, make sure that Port 22 is opened. Additionally, ensure that there are no other network-related issues that may be preventing the appliance from registering. This status will automatically change once the appliance is able to register itself and establish a connection with the Axcient Cloud.

Figure 4 - Services Page to view the Tunnel status when registering a new Axcient appliance

The screenshot shows the Axcient web interface. At the top, there is a navigation bar with 'DASHBOARD', 'SERVICES', 'SITES', 'USERS', and 'REPORTS'. The 'SERVICES' tab is selected and highlighted with a red box. To the right of the navigation bar are links for 'My Account', 'Help', 'Feedback', and 'Logout'. Below the navigation bar is a 'FILTER SERVICES' sidebar on the left, containing a search bar, a 'SITE' dropdown menu, and 'SERVICE TYPE' checkboxes for 'Appliance', 'Virtual Appliance', and 'Direct to Cloud'. The main content area is titled 'All 4 Services' and contains a table with the following data:

SERVICE ALIAS	PACKAGE	SERVICE ID	AVMS	HEALTH ▲	SITE
NancyVAPP	Enterprise (Protect F...	l4cs	--	●	HQ (SF Bay Area)
PmLab2-App	Enterprise	ejzj	--	●	HQ (SF Bay Area)
Acme's Appliance	Enterprise (Protect F...	6wdk	--	○	Houston
Nancy App2	Enterprise (Protect F...	3qey	--	○	Florida

The 'HEALTH' column in the table is highlighted with a red box, showing green circles for 'NancyVAPP' and 'PmLab2-App', and orange circles for 'Acme's Appliance' and 'Nancy App2'.

Manual Registration

The following instructions assume the user has received the email from Axcient Support containing the Web Application log in credentials. If the user has not received this email, please contact [Axcient Support](#).

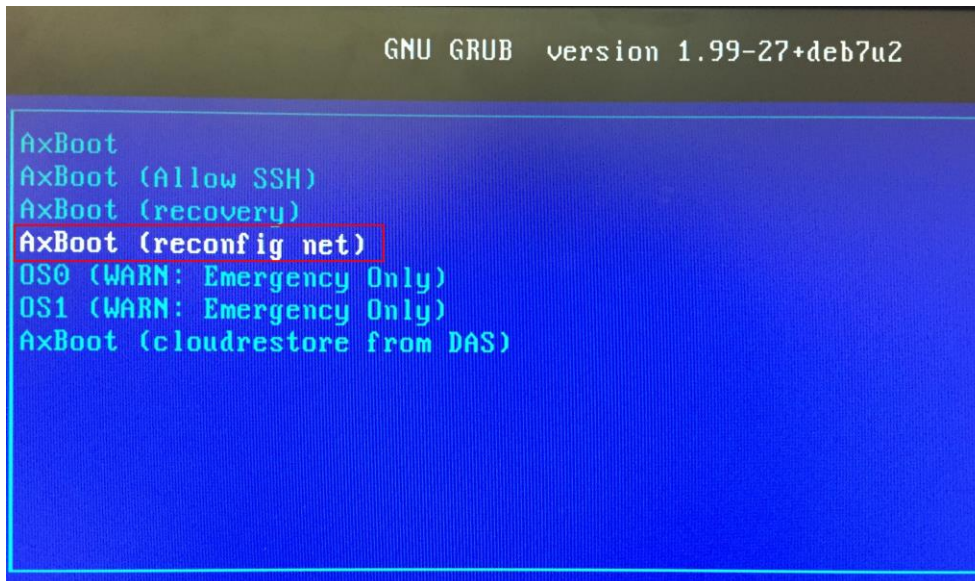
The manual registration process will require a monitor and keyboard. Axcient recommend using older, or lower end monitors to avoid any screen resolution issues,

Note: DHCP services on the appliance are automatically disabled when the appliance network settings have been manually configured. Any future attempts to assign the appliance an IP address through a DHCP service on the network will be unsuccessful. Please contact [Axcient Support](#) to re-enable DHCP services on the appliance.

To complete the manual registration process, do the following:

1. Confirm the Ethernet and power cables, along with the monitor and keyboard, are connected to the appliance.
2. Power on the appliance.
3. The appliance will take a few minutes to boot up. When the AxBoot Menu screen appears, select the AxBoot (reconfig net) option.

Figure 5 - AxBoot Menu Screen



4. Configure the network settings as required. Once the network configuration has been confirmed, the appliance will reboot and attempt to register with the Axcient Cloud.

Figure 6 - Appliance Network Configuration Screen

```
AxOS network settings (re)configuration tool.

Pressing enter alone uses the settings shown in brackets.
Address [192.168.100.1]: 192.168.100.1
Netmask [255.255.255.0]: 255.255.255.0
Gateway [192.168.100.254]: 192.168.100.254
DNS1 [192.168.100.254]: 192.168.100.254
DNS2 [192.168.100.254]: 192.168.100.254

Confirm settings:
  Address = "192.168.100.1"
  Netmask = "255.255.255.0"
  Gateway = "192.168.100.254"
  DNS1 = "192.168.100.254"
  DNS2 = "192.168.100.254"

Save these settings? [yes]/no/abort:
```

5. Log in to the Axcient Web Application using the Web Application credentials provided by Axcient. If not already done so, accept the Axcient User Agreement in order to continue:
 - General Web Application URL - my.axcient.net
 - Canadian Web Application URL - ca.axcient.net
6. Once logged in, click the Services tab in the top navigation bar. To learn more about the Web Application, please consult the Axcient [Web Application User Guide](#).

7. In the *Services* page, the user can view the Tunnel status located under the Tunnel column
- A **green** status signifies that the appliance has successfully registered itself, and has established a connection with the Axcient Cloud.
 - A **yellow** status signifies that the appliance has not registered itself, and has not established a connection with the Axcient Cloud.

Figure 7 - Services page to view the Tunnel Status when registering a new Axcient appliance

The screenshot shows the Axcient web interface. The top navigation bar includes 'DASHBOARD', 'SERVICES' (highlighted), 'SITES', 'USERS', and 'REPORTS'. On the right, there are links for 'My Account', 'Help', 'Feedback', and 'Logout'. The main content area is titled 'All 4 Services' and contains a table with the following data:

SERVICE ALIAS	PACKAGE	SERVICE ID	AVMS	HEALTH	SITE
NancyVAPP	Enterprise (Protect F...	l4cs	--	●	HQ (SF Bay Area)
PmLab2-App	Enterprise	ejzj	--	●	HQ (SF Bay Area)
Acme's Appliance	Enterprise (Protect F...	6wdk	--	○	Houston
Nancy App2	Enterprise (Protect F...	3qey	--	○	Florida

The 'HEALTH' column is highlighted with a red box, showing green status indicators for the first two services and yellow status indicators for the last two services.

8. If the appliance is not able to register itself, confirm the following:
- That the network configuration made in Step 4 are correct.
 - That Port 22 is opened.
 - There are no other network-related issues that may be preventing the appliance from registering.

This status will automatically change once the appliance is able to register itself and establish a connection with the Axcient Cloud.

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